

News

Connection

A monthly newsletter for DSHS staff and friends

1998 Outstanding Employees

During the month of June, 40 DSHS employees and 11 teams were honored for their outstanding performances in helping the people we serve achieve safe, self sufficient, healthy and secure lives. Throughout this issue of the employee newsletter we share their accomplishments with you.



Team Awards



The Arlington Manor Relocation Team, Home and Community Services, Smokey Point Office

Team Members: (From left) Kathy Schauer, Mike Isom, Perry Kinney, Betty Schack, James Mead, Tricia Johnson, Gayle Davis, (Secretary Quasim). (Not pictured: Carol Graebener)

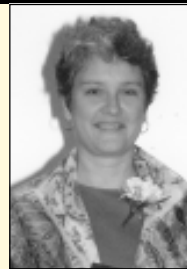
This team, as well as the entire community, came together after hearing of the tragic fire at Arlington Manor Assisted Living Facility. They worked together to ensure that the surviving residents of this disaster were cared for immediately and moved to another safe home as quickly as possible. All staff fielded calls from family members and community with compassion, tenderness and empathy to ensure the transition of the relocation, loss of a friend and fellow resident as well as a loved one, would go smoothly. The loss was heavily felt by team members because of their dedication to their clients. This team remained very professional and available to the residents and families all hours of the day until the crisis subsided.



The Child Protective Services Unit 01 Region 5

Team Members: (From left) Julie Johnson, Lynette Shaw, Mary Bromberg, (behind) J.D. Moore, Frank DiCostanzo, Judy Mitchell, Mark Widaman, Sabina Wagner-Lewis, Jim Pritchard, Ellyn Turner, and Valerie Reeder. (Not pictured: Judy Becker, Malcolm Bell, Janice Langbehn, Joann Jones, Bill Larson, Stephanie Stillman, and Dick White)

This team is being recognized for excellence in overall performance not only in 1998 but year after year. This team is the highest performing CPS unit in Region 5. They are consistently the leader in performance and productivity measures. Their organizational skills are superior. Particularly impressive is this unit's efforts to venture into new areas of professional practice without losing track of the day to day demands and risks of CPS work. This team goes above and beyond in their commitment to the goal of protecting children and supporting families.



The Baby/Toddler Initiative Team, Office of Child Care Policy, Olympia

Team Members: Cecelia Callison and (not pictured) Patricia Dickason.

This team has made the Baby/Toddler Initiative a reality that is making a significant impact on the quality of child care. The work they are doing on this project will touch many lives. It will better train licensors, parents and the public on infant/toddler brain development, will allow many more facilities to provide appropriate equipment for babies and toddlers and will assist providers with nurse consultation to help them provide the best care they can. This team has a reputation of deep respect for our clients and produces consistently high quality work. They have inspired teamwork with several other agencies toward the shared goals of the project. Through their work on the Infant/Toddler Initiative, this team has demonstrated professionalism at its highest level.



Health & Rehabilitative Services Administration Student Employment Program Team, Olympia

Team Members: (From left) Kathleen Pugh, Robert Lichtenberg, Kimberly Arnold, Sheryl Turner, Anna Norman, Harvey Funai, and Sandra Mena. (Not pictured: Gloria Pardo, Krista Carper-Dunk, and Roberto Swain)

The HRSA Student Employment Program initially focused on hiring students during the summer months. Realizing that many of the student employees needed paying jobs throughout the year to make ends meet, team members successfully achieved in providing paid employment opportunities. Team members collaborated and worked cooperatively with one another. They shared their challenges and worked together to find solutions. To help ensure a diverse student employee workforce, they did outreach to our diverse communities, developed relationships and received referrals from community partners that focused on working with individuals who were at high risk, low-income, ethnic-racial minorities, and/or individuals with a disability. Students were treated as equals and co-workers, and supported and encouraged to share their viewpoints. Team members gave them hope, helped them regain their self-respect, and provided the structure they needed. This team demonstrated clear and visible values and led by example.

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The News Connection

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Secretary's Lcorner

by Lyle Quasim



In this edition of the *NewsConnection*, we honor fellow employees who especially exemplify our shared commitment to improve the lives of the people of Washington. As I hand out honors at Outstanding Employee ceremonies across the state, I am always struck by your deep compassion and abilities.

Recently I was wondering, why do people stay with DSHS for so long? Why do they make a career working in a social services agency where the tough challenges are never in short supply? I have spent my entire state employment career in DSHS. I have stayed because there's no where else that I can make such a positive difference in the lives of sometimes thousands of people who really need what we provide, not just to have things easier, but simply to have.

We can be the difference in whether an elderly person is safe during their vulnerable years. We can make the difference in whether a family eats this week. We can make sure a child does not have to go home to a dangerous, traumatic home. We can share the thrill with an adult with disabilities as they achieve a long-sought level of self sufficiency. We see the difference it makes when we provide professional, compassionate, and respectful services to persons having a tough time with mental illness. And think about those families that you're helping turn their lives around by getting jobs, and those parents who can finally buy the essentials for their children because you've tracked down that non-custodial parent who hasn't paid child support in years.

I've barely begun to list all the ways you intimately touch the lives of our fellow citizens.

This, I believe, is what motivates us to stay in this business. It'll never be the big pay and huge public acclaim. It's in those small, touching thank yous, a look in the eye that says, "Thank you for being there when it all got too much."

You, the people who do this work, are a very special group of people.

Lyle Quasim

Team Awards (continued from front page)



Inter-Divisional/Regional Medicaid Nursing Facility Census Reduction- Region 1, Walla Walla, Wenatchee and Spokane Offices
Team Members: (From left, with Secretary Quasim) Barry Hoard, Anne Lebsack, Richard Dauphin, Shari DeBerg, and Julie Selbo. (Not pictured: Paula Thompson)

In September 1998 this team was formed with the primary charge of developing a work plan that will enable regions one and two to achieve their respective mandated nursing facility reduction targets. The outcomes of the team were exceptional. After holding only four meetings, the team developed and submitted a comprehensive plan that was reviewed for implementation both at the local and regional levels. Without professional commitment of the team members, the involvement of this comprehensive plan would not have been possible.



The Native American Community Outreach Team, Belltown CSO, Seattle
Team Members: Rosemary Martinez and Peter Joe.

This team has repeatedly been recognized by community agencies for the high quality of services they provide to clients. They bring very valuable gifts to their positions. Their personal backgrounds and expertise with tribal communities has been so very important in the identification of effective and inspirational activities and approaches to working with clients. This team is well liked and respected by staff and community alike.



Port Angeles Community Services Office Financial Unit
Team Members: (From left) Londie Colton, Alyce Hillman, Robert Ensley, Yvonne Rivera, Heather McNally, Dotty West, Jim Hauff, Leslie Eisenhower, Kassandra Jessen, Jean Bentsen, Mary Lawson, Lavina Daracunas, and (Secretary Quasim). (Not pictured: Rick Kippes, Willa Stephens, Brett Segur)

This team achieved a food stamp accuracy rate of over 95 percent for fiscal year '98. This represents a dramatic improvement over the previous four fiscal years. They produce consistently high quality work. Even though there were significant program changes during the year, the team received a minimum of client complaints and consistently received highly favorable remarks on client comment cards. This team always works in a very professional manner even under continually stressful conditions. They have been outstanding in providing the best services possible to improve DSHS services.



The State Operated Living Alternatives 158th/188th Team, Seattle
Team Members: (From left, front row) Michelle Riley, Kellie Derum, Gail Albert, (back row) Ellen Rice, Terresa Thayer, Cecil Sharp, Tay Naish, Allison Spencer, Debbie Lafluer. (Not pictured: Jay Cockerille, Linda Cooper, John Gaunt, Sue McIntyre, Chris Powers, Don Sanderson, Harry Spitzbart, and Kim Vogel)

This team is comprised of very strong team members and each recognizes the strengths of others within their team and outside entities. They are very creative in improving services to the participants they support. They have sought out community funded grants that have enabled the participants to become more active within their community. This team's professionalism in representing the state, SOLA and the participants they serve has helped to educate society in supporting their goal to ensure equal opportunity for all. This team has been outstanding in providing the best services possible to improve DSHS services.



Spokane North Community Services Office Child Care Unit
Team Members: (From left) Jean Giovanizzi, David Gregory, Michelle Mathews, (Secretary Quasim), LaDonna Winters, Terri Roberts, Jodi Henning, and Lia Odood.

This team had the task of reducing an enormous workload in order to improve services to the 1,400 families receiving service from Working Connections Child Care. This team had to master the constant changes in the automated child care program and learn the multiple revisions of child care eligibility and rate structure. They worked diligently and cooperatively together. Within two months the caseload backlog was reduced, phone calls were returned in a timely manner and customer service was improved. This team's goal is to provide quality service delivery to clients and child care providers and it's a goal they continue to work on daily.

The Outstanding Team Awards honor the best examples of team efforts that contribute to the fulfillment of the DSHS mission, beliefs, and intentions. A team can be an existing work unit, a group of people who come together spontaneously, a group assigned to a specific task, or a group that works together toward a common goal. A team may be cross-functional or cross-divisional.

(more teams on page 5)

1998 Outstanding Employees

Employee Awards



Stephanie Allison-Noone
Juvenile Rehabilitation
Administration
Juvenile Rehabilitation
Coordinator
Region 4 office

In the last year, Stephanie has held three different positions and performed her varied duties in a professional and positive manner. She has done this under very difficult circumstances. Two of these positions were accepted on a temporary basis with no guarantee of future rewards for her efforts. She has maintained professionalism, good judgment, and good humor through it all. She is truly an asset to the Juvenile Rehabilitation Administration.



Patricia Alvord
Budget Division,
Headquarters
Senior Budget Analyst

Patty was a key person to the success of last year's budget process. She was instrumental in the development and implementation of the department's Budget Development Database. Her hard work and dedication to this project paid large dividends in terms of increased efficiency and higher quality customer service to clients both internally and externally. This resulted in numerous compliments from DSHS executive management, the Office of Financial Management and legislative staff on the high quality of the department's budget submittal. She is always striving to improve customer service to the programs, OFM, legislative staff, and to the budget office staff. Patty's dedication and commitment to her work are directly linked to the success of the Budget Division and the department as a whole.

David Brummel
ACES Program Manager
Aging & Adult Services Administration
Home & Community Services Division

David was hired to address the growing number of concerns related to Long Term Care and ACES implementation. He quickly assessed the needs and developed a completely new training plan for ACES Long Term Care clients. In less than three months, David trained all appropriate staff. He spent untold hours on weekends and after his regular work time to travel, train and provide technical expertise without any complaint. Because of David's dedication and tenacity, Aging and Adult Services was able to meet the deadline of ACES conversion.



Susan Butler
Case Resource Manager
Division of Developmental
Disabilities
Region 4 Office

During the past year Susan has successfully tackled many challenging and diverse assignments. In each of these endeavors her work has been consistently thorough, organized and of the highest quality. In addition, she consistently and successfully manages to balance the conflicting demands of client advocacy and responsible resource man-

agement. Susan is highly respected among all service providers. She offers the greatest level of support, clear and honest communication and the willingness to advocate for the agencies as well as for the division.

Lorraine Clark
Social Worker 3
Division of Children & Family Services
Omak Office

Over the years, Lorraine has demonstrated dedication and diligence by serving the Colville Tribe as liaison with active efforts to carry out the intent of the Indian Child Welfare Act. Lorraine is respected and valued by her peers in the Omak Office. Her unique ability to face the most challenging situations, with a positive demeanor and a smile, is valued by all who work with her. She has an amazing ability to walk into a challenging situation and exit with everyone smiling and ready to take steps toward finding positive solutions.



DeAnna Cunha
Administrative Secretary
Eastern State Hospital
Central Nursing Office

DeAnna is an extremely conscientious and devoted employee. She provides administrative support for a department of 300-plus staff and does so in a well-coordinated and organized way. She volunteers endlessly to stay beyond her shift to complete projects. She is a superb role model as she presents herself in person and by phone in a very professional manner, even in the most hectic situations. She is a delight to work around, creating a pleasant environment for her co-workers.



Barbara Darnell
Office Assistant Senior
Community Services
Division
Region 3

Barbara's talent for being multi-task orientated enables her to complete her daily tasks in a manner so smooth, most people wonder how she does it! Barbara's "can do" attitude is most uplifting during times of stress. Barbara is always ready and willing to go the extra mile to ensure projects and assignments are completed. Barbara is very much a team player and never hesitates to offer assistance to those in need. She is truly an asset to the Regional Office staff.



Richard Dauphin
Program Manager
Aging & Adult Services
Administration, Home &
Community Services,
Spokane Office

Richard's mental health background, professionalism and integrity, his ability to listen, problem solve, offer constructive feedback and resolve issues or offer direction make him always in demand. In addition, his broad knowledge of the computer system has enabled him to develop and modify the data system to meet our agency needs, thus improving the service delivery to our

clients. Richard is a respected staff member of Home and Community Services. His quiet humor, dedication to fulfilling our agency mission, and improving the lives of those he comes in contact with, make him deserving of this award.



Gwen Delp
WorkFirst Supervisor
Everett Community
Services Office

Gwen manages multiple priorities on a daily basis. Her staff know they can depend on her. Gwen listens to the concerns of staff and clients with courtesy, empathy, and respect. Gwen motivates those around her to constantly improve. She encourages looking at challenges from a variety of perspectives to come up with the best solution. Gwen models on a daily basis a purposeful work ethic, an attitude of constant improvement, and promotes the achievement of specific, measurable, and positive goals.



Cherrie Druffel
Social & Health Program
Manager, Division of
Children & Family
Services, Region 5 Office

Cherrie performs all her duties at a level superior to what is required or expected. She is always well prepared and ready to meet any need that might arise. No job is too difficult for her to perform. Cherrie treats everyone with respect and is always professional. Her initiative and creativity are evident in the projects she completes. In a day when people only do what is expected of them or less, it is wonderful and encouraging to see an employee like Cherrie who consistently goes above and beyond the call of duty with a positive attitude.



Dr. Tony DuBose
Psychologist 5
Child Study and
Treatment Center
Orcas Cottage, Tacoma

Tony exceeds any and all expectations of meeting his required job duties. He is respectful of his staff and empowers them to take on responsibilities. Tony makes himself available to staff and children on an almost continual basis. If there is a problem, he is always ready to listen. His enthusiasm is contagious. He is well respected by all levels of staff and the children as well. His love for his work and his commitment to his chosen career is clearly evident in his daily work.



Linda Dugger
Adult Protective Services
Social Worker 3,
Aging & Adult Services
Home & Community
Services, Spokane Office

Linda is a model of excellence for her colleagues and peers. She is focused on quality service to our clients. She always promotes the goal of health and safety for clients. She consistently goes beyond the norm to achieve these goals. Besides

Linda's many qualifications, she is known to bring an abundance of cheerfulness into an otherwise highly stress filled job.



Danny Eng
Vocational Rehabilitation
Supervisor, Division of
Vocational Rehabilitation
Bellevue Office

Danny supervised a unit that experienced an extremely high vacancy rate. During this time, Danny continued to be a supportive and knowledgeable leader. He is relied upon for his ability to handle tough issues, and is an excellent problem solver. His successful work methods make it possible for staff to accomplish their goals in assisting clients into employment.



Michael Gallagher
Computer Analyst/Pro-
grammer 4, Children's
Administration, Office of
Information Services

Mike was nominated for his outstanding, selfless service to the Children's Administration throughout 1998. He applied extraordinary programming skills, uncommon analytical ability, and unparalleled dedication to myriad tasks in CAMIS programming. His ability to overcome serious physical challenges in completing these tasks demonstrated amazing perseverance in his pursuit of programming excellence. Mike willingly worked extended hours and weekends to ensure only the best possible programs were introduced into CAMIS. He is committed, mission-focused, candid, creative, and caring.



George Gonzalez
Social Worker 3
Division of Children &
Family Services
Seattle South CPS Unit

George demonstrated his commitment to saving the lives of children by volunteering to transfer into the Child Protective Services Southwest Unit as an assessment worker. Since his transfer to the unit he has been instrumental in helping to repair and re-float the unit. Having had no experience in conducting CPS investigations and assessments, he quickly adapted. He took over an existing caseload and rapidly brought it under control. George is respected by his colleagues and supervisor. The work he has done to ensure the safety of children deserves the highest praise and recognition.



Scott Gordon
Computer Information
Consultant
Tri-County CSO

Scott typifies all that the term "outstanding" generates. His attitude, even in difficult and often stressful situations, is controlled and positive. For Scott there are no problems, only innovative solutions. In an era of seemingly diminishing customer service, Scott has never forgotten who his customer is and what "service" means to them.

(continued on page 4 and 5)



Rachael Curtin Hylton
Administrative Assistant 1
Division of Children &
Family Svcs, Kelso Office

Rachael works to match foster children with the foster homes that will work best with them. She daily handles calls dealing with a wide variety of issues for foster parents. She provides answers to them and refers questions to social workers as appropriate. She always checks to make sure these questions are answered. She remains positive and upbeat in carrying out her duties. Rachael's dedication to the children she serves is demonstrated daily by her hard work, diligence and perseverance. She is a true example of an outstanding employee.



Marcy Kelly
Social Worker
Division of Children &
Family Services
CPS Unit in Seattle

Marcy took over supervisory duties of a unit that was in total disarray. She maintained a high expectation of work from herself and her staff. What Marcy accomplished was considered close to a miracle. She cleaned up a unit in very bad shape and also taught and enforced high performance standards. As evidenced by the many positive comments received by her staff, Marcy is appreciated for the hard work and personal devotion she has brought to this difficult assignment.



Judy Kendall
Social Worker 4
Spokane Southwest Community Services Office

Judy's philosophy of social service practice is "people first." She is uniquely able to keep that philosophy in the forefront while following policies and procedures accurately and dependably. She ensures that she is informed about issues, consults others for input, considers the options, and carries out the best practice decisions with courtesy and diplomacy. Judy is a team player and her commitment to employee morale is outstanding.



Randy Kimbler
Juvenile Rehabilitation
Supervisor
Parke Creek Treatment
Center, Region 2

Randy provides outstanding quality services to clients. He invests a lot of effort in open communication with clients, their families, staff and management. Randy also respects and values the diversity of clients, their families and staff. Randy continually produces excellent written materials as was evident in the successful completion of National Accreditation for Parke Creek. He is a team player and is always there to help staff and clients complete assignments. Randy is committed to improving services to clients and their families.



Anna Koivula
Financial Services
Specialist 3
Spokane Southwest CSO

Anna is a true example of an employee who demonstrates professionalism, dedication,

and compassion to the clients she serves and to the employees she works with. She takes extra time to explain to each and every client the rules and regulations, locate resources for them as needed, and leaves each client believing they are a valued part of society. Anna maintains a large caseload, yet the quantity and quality of her work is excellent. Her Quality Assurance Accuracy Rate for 1998 was 100 percent. The department is fortunate to have Anna as one of its most dedicated employees.



Anita Kroeze
Support Enforcement
Technician
Division of Child Support
Everett Office

Anita is one of those unique individuals who sees a need, determines how it can best be satisfied, and then does it no matter how difficult or how long it takes. Anita created the Everett Initiating Interstate Guide in response to a need for availability of current, accurate information about each state. Not only does the Everett office use the program, but it has expanded and been made available to all offices in the state.



Sue Madsen
Office Manager
Spokane Southwest
Community Services
Office

Sue is a very dedicated employee. She can write the book on "going the extra mile." Sue is tireless in her efforts to manage support staff AND to maintain the smooth operation of the facility. People who visit the office comment on how nice it looks, how well decorated, organized and how clean it is. Sue deserves the credit for this. Sue is also an active positive member of the management team. She willingly takes on additional assignments. Through it all, one can count on Sue to remain calm and collected and to get the job done.



Muriel McAuliff
Financial Services
Specialist 3
Spokane Central Community Services Office

Muriel is not only extremely efficient, organized, and hardworking in an administrative capabilities sense, but also has the rare and delightful ability to remain poised, caring, and attentive to the needs of her clients and co-workers. She handles her cases in a timely and efficient manner. The client population she interacts with daily can be very challenging at times, but Muriel stays calm even when her clients do not. Muriel's dedication, work ethic and spirit are appreciated by clients and co-workers alike.



James Mead
Program Manager
Home & Community
Services Division
Everett Office

James is an excellent supervisor and role model. He demonstrates strong leadership skills and practices teamwork. James was honored with a commendation from Governor Locke for his dedication, professionalism, and leadership. James' exceptional

leadership skills earned his Smokey Point Unit special recognition as recipients of the American Red Cross "1998 Real Hero" award. James is valued by staff and clients alike.



Dr. Rick Mehman
Psychology Service
Supervisor
Western State Hospital

Rick consistently exercises individual initiative in seizing opportunities to improve the services provided to patients. Although he is extremely busy, he is always the first person to return a phone call or page from a concerned family member or staff member. He is sought after as a committee member, for it is known that he will contribute a great deal of intelligent and thoughtful effort to any undertaking. Rick sets a very high standard for himself and for the psychologists he supervises. He spends a great deal of his own time and money on continuing professional education in not only psychology, but in computers and communications. He is truly a valued employee.



Nancy Moriarty
Habilitation Plan
Administrator
Rainier School PAT-E
Headquarters

Nancy completes her work in a timely and well organized manner in spite of frequent emergency interruptions. She makes herself available for every emergency situation. Nancy strives to be in touch with the special needs of each of her clients, having a positive belief in each and every one of them. She goes about her work in a calm and easy manner, demonstrating her respect for others by being available for frequent spontaneous discussions with direct care staff, other professionals and her clients. Nancy is a person you can always count on.

Dee Nelson
Social Worker 3
Home and Community Services
Thurston County Office

Dee's caring concern for clients leads her to go far beyond the extra mile. She is known to work beyond normal office hours if necessary to insure appropriate interventions. She has a dogged determination to force other professionals to move beyond their comfort zones to see that critical care needs of clients are addressed. Dee will follow up on active issues that need addressing leading to positive results on behalf of vulnerable clients. Dee is well liked by her co-workers and appreciated for her willingness to mentor new employees and staff cases.



Cathy Niva
Attendant Counselor 2
Division of Developmental Disabilities
Region 4 SOLA office

An example of Cathy's outstanding work performance in 1998 is the impact she had on individual home environment and personal program development. Cathy has spent many hours beyond her normal duties assisting individuals in her care to become successful in many areas, from finding employment to developing new and

innovative ways to create delicious and interesting meals on a very low food budget. She carried out these duties with dignity and distinction, remaining consistent and professional. Cathy has demonstrated her commitment to quality service to the individuals in her care and has been a positive role model to clients and peers alike.



Helen Patred
Program Manager
Social Services Payment
System
Headquarters

Helen is the only SSPS program manager who maintains liaison and coordination responsibilities with two divisions, DCFS, which requires special CAMIS competencies, and ESA/CSD, their biggest, busiest "customer." She volunteered for this expanded workload and enjoys excellent working relations with managers, both at headquarters and in the field, who value her punctuality, accuracy, and energy. Helen volunteered to lead an SSPS December initiative to play "Elf" by calling payees and providers whose holiday period invoices were rejected. These folks would otherwise have missed a payday just before Christmas. She never loses track of what we are about at DSHS and the resultant public relations impact is enormous.



Rich Orr
Computer Information
Consultant 2
Pierce West Community
Services Office

Rich is extremely knowledgeable in the computer field. He regularly puts in extra hours to make sure that projects are completed timely and accurately. Rich also extends himself in all areas where he believes he can contribute to the success of the office. He gains the respect of those with whom he works with a combination of his thoughtfulness and decisive action. Although his technical work and talents are critical, his willingness, commitment, dedication, and wonderful sense of humor are some of his most important attributes.



Sandra Quick
Registered Nurse 3
Yakima Valley School

Sandra consistently performs her duties with a commitment to quality. She sees what needs to be done and makes sure it gets done correctly. Sandra is also an advocate for residents. She strongly believes in their right to make life decisions. Sandra looks for opportunities to make improvements in the care that is given to these residents. She demonstrates by her actions a high degree of professionalism. She has gained the respect of those in the nursing department as well as from other departments.



Marggie Ramynke
WorkFirst Case Manager
Yakima/Kittitas Community Service Office

Since transferring to the Yakima/Kittitas CSO, Marggie has gained respect and cooperation from her clients. She has had a very high number of clients return to work,

go to work for the first time, or continue their education and training. She has a positive attitude and passes that on to her clients, inspiring them to believe in themselves. Marggie is also an inspiration to her co-workers. She is well respected by the core groups working with the WorkFirst program.



Joe Rodriguez
Social Worker 2
Spokane Southwest
Community Services
Office

Joe is a quiet, unpretentious man who works very hard at assisting his clients to move from the state-funded GAU program on to better benefits available from the Social Security System. As well as possessing a good knowledge of programs and procedures, Joe possesses high quality social work skills. Joe works well with the other key players who assist clients in applying for Social Security benefits. Attorneys, SSI adjudicators, as well as Social Security claims representatives recognize his abilities and enjoy working with him toward a common goal.



Russell Sonmore
Social & Health Program
Manager 2
Division of Children and
Family Services
Region 6 Office

Russell quickly learned after starting with Children's Services that his special talent was working with teenagers. He has embraced these children and spent much time and energy working to find stability, safety, and love for the most difficult foster children in the system. Often he would spend days on the road in search of a home for a child. He often spent his own money on buying these children food, clothes, shoes, school supplies, and haircuts, to name a few. Russell started the "Helping Hands" program in partnership with the McDonald's Corporation that enables foster children to eat free if accompanied by a social worker. Russell goes above and beyond the call of duty and he does it everyday.



Lisa Wheaton
Financial Service
Specialist 3
Bremerton Community
Service Office

Lisa consistently produces high quality work. She carries one of the highest percentage levels of getting clients back to work. She has given money out of her own pocket to clients for gasoline so they can keep job interview appointments. Lisa uses her creativity to assist her clients in any way she can. She has been recognized by our Governor for her efforts in going the extra mile. Lisa routinely helps her co-workers with their work. She is very concerned and compassionate towards others in her unit and the office as a whole. Lisa is an exceptional employee who truly cares about her clients and her co-workers.



Team Awards *(continued from page 2)*



**The Year 2K Team –
Juvenile Rehabilitation Administration, Olympia**
Team Members: (From left, back row) Loren Lloyd, Dave Guthmann, Darryl North, Patrick Schoch, (front row) Catherine LaPointe, Debbie Spoonhoward, and Cynthia Colson. (Not pictured: Daniel Cathers and Byrt Filyaw)

This team was assembled to modify the Juvenile Rehabilitation's Client Tracking System for the impending century change. However, soon after the team met, it became apparent that the project would have important, additional obligations for updating the client tracking system. After planning for the project had been completed, the Legislature passed a major revision to the Juvenile Justice laws, which dramatically changed how youth would be sentenced, leaving a major portion of JRA's computer system obsolete. The team had a formidable task ahead. They did a remarkable job of organizing their responsibilities. The project manager kept the team together, focused, and fully informed. The Year 2K project was finished under

budget and within necessary timelines. These individuals each recognized the value of a team approach, enabling an extraordinary effort that benefitted all JRA staff and clients.



**The Yakima/Ellensburg Social Service Unit,
Home and Community Services**
Team Members: (From left) Stephen Krous, Larry Stephens, Barbara Ring, Kal McCracken, Jerry Whitney, Karla Smith, Melba Strand, Jorge Sanchez, (Secretary Quasim), LaDonna Lies, Sue Kent, and Leona Wilkinson.

This team has repeatedly been recognized by clients and their families, community agencies, facilities and hospitals for the high quality of services they provide to clients. They strive to provide excellent service to clients and to constantly support each other in doing so. Their ability to work together in a positive environment and resolve problems benefits the vulnerable adults whom they serve. Each team member takes pride in providing timely and efficient service in challenging environments. Their leadership and teamwork could well set the standard for all DSHS employees.

1998 Outstanding Employees Vision Awards



Claire Anable
Community Resource Program Manager
Division of Children and Family Services
Aberdeen Office

Claire has built an incredible resource bank of donations, services and programs designed to provide for the children in need in Thurston, Mason, Grays Harbor and Pacific Counties. She has been involved in numerous programs over the years. One of these programs is Holiday Magic, which provides toys to thousands of children across Puget Sound. This program has grown to involve KIRO radio, Boeing, Prudential Life Insurance as well as many smaller entities. Claire has been at the forefront of this program from the beginning, recruiting volunteers, gathering ancillary support and organizing gift distribution sites. Her insight, skill, patience, and commitment to children and those in need have been a gift to us all. Claire Anable has truly made a difference.



Huong "Helen" Nguyen
Social Worker 3
Aging & Adult Services Administration
Home and Community Services, Spokane.

Helen is a team player, a quiet motivator and an interested and active participant in efforts to improve communications and awareness of the department's commitment toward a diverse community. She is always in demand as a speaker or panel member for the Intercultural Communications classes at several local colleges. She is readily available to Region 1 staff as a consultant for the difficult relocation and diversion cases as well as to Vietnamese families, both as a consultant and a certified translator. Helen can be counted on to challenge rigid and stereotypical thinking or actions and in doing so, help ensure Aging and Adult Services makes better social policy for our diverse population.



Lois Thadei
Division of Alcohol and Substance Abuse
Olympia

Louie, as she is fondly known to her colleagues, epitomizes the mission of DSHS to work for the betterment of our customers. She is a relentless pursuer of services and resources for Native American citizens across the state. Louie is able to bridge the needs of the bureaucracy with the traditional effective approaches of Native Americans. She sees it as her responsibility to ensure the components of the 1989 Government Accord between Washington State and the state's 28 tribes are adhered to both in action and in spirit. She is an active member of the division's Minority Issues Workgroup and works for elevated awareness and response to all minority issues. She is a true mediator and negotiator.



Margaret (Meg) Voedisch
Program Manager of the Infant Toddler Program
Division of Developmental Disabilities
Everett Office

Meg's concern is always first and foremost the needs of families. She is a leader. In the best sense of the word, Meg has the skill to move people toward a common goal. Her own character and high ethical standards speak volumes. She has helped provide leadership to expand the service provider base to assure therapy services in rural areas of the county, especially home-based services, that meet the needs of families who have little access to transportation. She has also helped to assure that diversity is celebrated and respectfully addressed by making sure that non-English speaking families have the same access to services for their infants and toddlers that English-speaking families have.



Many quality projects bring together divisions and agencies

“Setting a good example is truly the most effective means of communication – and setting a poor one is disastrous! Most traditional managers drape themselves in imperial trappings. But when the customer comes first, you simply can’t afford to do that.”

Jan Carlzon, Moments of Truth

FIRCREST/OFFICE OF ORGANIZATION AND EMPLOYEE DEVELOPMENT/DEPARTMENT OF PERSONNEL COMPUTER TRAINING TEAM

State employees in and north of Seattle had three options for obtaining computer training: travel to Tacoma, to Olympia, or purchase training from private sector vendors. The first two alternatives repre-



Team Members: (Front) Dean Crawford. (From left, back row) Bill Gega, Shinn Lee, Art Hedquist, Joyce Glover, Gerard Duguay, Gayle Robbins (OOED), Cliff Glines, Karen Bruhn (OOED), Roland Nelson, Brian Clark (OOED), Carl Robinson, Cheryl Burdett (OOED), Dave Chielens, Dave Lingwood, Wagdi Hafzalla. (Not pictured: Cath Moore, Tonia Frasier, Stan Freeman (Fircrest), Asha Singh, Bill Riddle, Chris Olsen, Mike Scott, Bob Love, Tim Cleary, Marvin Edison, Robert Forhan, Charlotte Kochopolus, John Martin, Bert Richardson, Bradley Scott, James Stalker, Scott Thomas, Frank Webb, Dan Zeth and David Dobson)

sented significant commuting time and expense for staff. The third represented additional expenditures for the participating department. Additionally Fircrest Residential Habilitation Center staff needed training, but the facility had limited training dollars. Fircrest also wanted to heighten its role as a viable resource center for persons with developmental disabilities and their caregivers living in the surrounding communities.

The team , comprised of staff from Office of Organization and Employee Development (OOED), Fircrest, and the Department of Personnel, developed a North-End Training Center at Fircrest. The classes are advertised through the Department of Personnel and conducted by OOED two weeks per months.

- Results:**
- State employees north of Seattle can attend needed training more easily. Travel time and expenses are greatly reduced.
 - For providing and maintaining the training facility, Fircrest receives three seats in every class. Fircrest staff who otherwise might not receive training now are.
 - Surplused equipment was used to setup the new computer training lab, thus saving the cost of purchasing new equipment.
 - Fircrest Plant Operations did extensive remodeling of an old existing building and turning it into a highly functional computer-training lab. When not in use by OOED, Fircrest uses the facility to conduct internal training. Plans are also underway to include a second classroom for video-conferencing.

PROJECT: INCREASING CLIENT ACCESS TO JOB OPPORTUNITIES

This Quality Improvement took place in the Sky Valley Community Service Office (CSO) in Monroe. Although clients were being referred to the Employment Security Department’s



Team Members: Cathie Beltz, Mike Weber, Mark Doherty, Fran Bradley, Peggy Kelsey, Martha Kary (ESD).

(ESD) Job Search Workshop by the WorkFirst case managers on the same day that they had an appointment to receive welfare benefits, they were often waiting for several weeks before they could begin job search activities. A team of CSO employees and ESD employees met to discuss ways in which they could increase client participation in employment activities by exposing them to the job market immediately.

The new process developed allows clients to access job search activities immediately. If the client is able to begin “Same Day Job Search,” they can begin job search immediately and attend a workshop at a later date if necessary. If the client is unable to begin job search that day, child care and transportation issues can be addressed and the client can be scheduled for job search orientation the following Monday, less than a one week wait versus a three-four week waiting period.

- Results:**
- Enhanced customer service; clients access job search information 95 percent faster.
 - Reduces processing time for staff by eliminating need for second and third contacts with clients. Savings of 2,112 staff hours per year.
 - Improved community relationships; provides the community with potential employees 95 percent faster.
 - Improved accessibility to the Resource Room and Employment Security job search specialists.
 - Improved communication between agencies.

Sacred Cows can get in the way of quality improvements

- Sacred Cows are those beliefs, assumptions, practices, policies, systems, or strategies that, though invisible, inhibit quality, limiting creative thinking about quality improvements. The following are some typical Sacred Cows.**
- **The Paper Cow:** Unnecessary policies, reports/paperwork, rules, procedures, endless sign-offs, unnecessary routings, etc.
 - **The Meeting Cows:** Marathon meetings, dog and pony shows, etc.
 - **The Expert Cow:** Always depending on external sources of wisdom, i.e., consultants, universities, etc., instead of the people who do the job.
 - **The Customer Cow:** Behavior or practices that say we listen to our customers, but in reality do just the opposite.
 - **The Team Cow:** The over, or inappropriate, use of teams.
 - **The Quick Reactor Cow:** Crisis management. Never slowing down; always in a reactive mode.
 - **The No Mistakes Cow:** Perfectionism. A belief that mistakes are not permitted.
 - **The Past Practices Cow:** “Because that’s the way we’ve always done it!” response.

Quality projects bringing together divisions and agencies

PROJECT: DSHS WAREHOUSE IMPROVEMENT TEAM

Redistribution of surplus equipment and temporary storage of usable equipment has been a costly transaction. Equipment was taking up office space or required the rental of a storage unit. Offices were responsible for the transportation of surplus equipment to General Administration.

In March 1998 DSHS was renting approximately 60 warehouses state-wide, which cost \$60,000 per month. The Warehouse only picked up equipment in the Olympia area.

The DSHS Warehouse staff met with their customers and as a result the Warehouse now picks up surplus equipment in all of western Washington. The equipment is stored in the DSHS Warehouse where it is advertised on the DSHS Intranet and shown at a weekly open house for all DSHS programs. In addition, they provide a nine-month free temporary storage of usable equipment.

Results:

- The department saves \$108,000 annually by eliminating nine rental storage units in western Washington.
- Picking up surplus equipment relieves the programs' needs for office storage (\$300,000 annually), transportation, and FTE expense.
- The department saves 6,468 FTE hours annually by eliminating time for preparation and moving of equipment to GA, which include: removing state tags, filling out GA surplus tags, loading and unloading trucks, and driving to and from Fife to deliver the equipment.
- The department is able to realize the full value of its fixed assets before sending it to GA by advertising surplus equipment on DSHS Intranet and holding a weekly Warehouse open house.
- By stopping only at the DSHS Warehouse instead of going to many storage units to retrieve surplus equipment, GA saves transportation and FTE expenses.



Team Members: (From left, back row) Rick Meyer, James Watson, Bonnie Jacques (all ASD), Mary Verneti (JRA), Paul Nicholson, Wanda Emmick, Jim Windham, (seated) Pete Bedell, Aaron Stender, and Don Dickinson (ASD). Not pictured: Warehouse Focus Group: John Tyson, Kathleen Brockman (both ESA), Sue Breen (CA), Mary Verneti, Randy Sparks (both JRA), Phil Harrison (MAA), and sponsor: Phil Wozniak (ASD).

PROJECT: MEDICAL DISABILITY DECISIONS IMPROVEMENT TEAM

People under 65 with disabilities may need medical and personal care services. To get this help, some may qualify for federal Medicaid coverage through a medical disability determination. Those who are eligible benefit from a wide number of medical services, including mental health and dental care. This disability determination may also qualify them for help with personal care.

Establishing eligibility for these important services is complex and can take time — between 90-180 days.

During the wait, some people must enter a nursing home to get much-needed care and lose their community living situation.

Aging and Adult Services staff in Region 6 decided to see if the eligibility determination could be speeded up. The team simplified certain aspects of the application process and prepared instructions that were much easier for staff to follow.

The team also met with Medical Assistance Administration, Division of Disability Determination and came up with a package of agreements involving better, more regular information exchange and faster disability determinations.

Results:

- The time it takes to complete disability determinations have been dramatically reduced from 90-180 days to 1-30 days.
- Clients have continuity of care, rather than going without care or entering a nursing home (at almost twice the cost of in-home care) during the waiting period.
- Medical providers are paid promptly, because once eligibility is determined, bills can be paid retroactively for 90 days.



Team Members: Penny Black, Debra Knauf, Marrienne Backous, and Osse Skarpengland. (Not pictured: Lois Simko)

PROJECT: NEEDS ASSESSMENT CONSOLIDATION



Team Members: Michael Langer, Earl Long, Scott Waller, Pam Darby (all DASA). Not pictured: Susie Roberts (CTED) and Jack Pollard, (Association of County Human Services Prevention Subcommittee)

Nineteen county-level prevention programs receive funding from both the Division of Alcohol and Substance Abuse (DASA) and the Department of Community, Trade,

and Economic Development (CTED). Both funding sources require a needs assessment as a condition of contract performance. Much of the information required was similar, but the submission formats were different. The process resulted in many hours of duplicate effort on the part of county prevention personnel.

At the contractors request, DASA and CTED staff collaborated to develop a joint needs assessment process. The result was a single process and format accepted by both funding sources, and savings of up to 80 hours duplicative contractor staff-time for each of the 19 programs.

Results:

- Up to 80 county-level FTE hours saved per county by eliminating duplicate requirements.
- Improved coordination and collaboration between funding sources.
- Reinforced relationship between county-based prevention personnel and state agency staff.

Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the eight administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Cheryl Stephani, internal quality consultant, at (360) 902-7783 or e-mail at stephcs@dsht.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.



1998 Regional Outstanding Employees, Teams, and Vision Winners

Region 1
Outstanding Employees
Socorro Wright, case/resource manager, DDD
Jim Bury, therapy aide, Eastern State Hospital
Mark Krielkamp, psychiatric social worker 3, Eastern State Hospital
Vision Winner
Lorraine Clark, social worker 3, Omak DCFS

Region 2
Outstanding Employees
Dianne Castilleja, financial services specialist 4/supervisor, Yakima/Kittitas CSO
Pamela Caton, computer information consultant, Yakima DCS
Bobby J. Craig, social worker 3, Yakima DCFS
Julie A. Cramer, social worker, Walla Walla CSO
Sarah Gutierrez, registered nurse 2, Yakima Valley School DDD
Mary E. Johnson, social worker 3, Ellensburg DCFS
Cindy Ollgaard, office assistant senior, Ellensburg CSO
Anna Elisa Rodriguez, office assistant senior, Yakima HCS
Brad M. Warr, community counselor, Yakima JRA
Ina Carpenter Wicks, social worker 3, Tri-Cities DCFS/CA
Vision Winner
Sandra L. Quick, registered nurse 3, Yakima Valley School DDD

Region 3
Outstanding Employees
Alan Brown, financial services specialist, Bellingham CSO
Mark Doherty, multi-program supervisor, Sky Valley CSO
Janet Henderson, social services supervisor, Bellingham CSO
Hollis Jackson, social worker, Bellingham CSO
Mary Troxel, social worker 2, Mount Vernon CSO
Diana Chesterfield, social svcs. supervisor, Alderwood DCFS
Steve DiMarco, social worker 3, Smokey Point DCFS
Cheryl Jenkins, office manager, Alderwood DCFS
Lukas Markishtum, social worker 3, Smokey Pt. DCFS
Dian McCone, home support specialist, Alderwood DCFS
Kimberly Williams, social worker 3, Smokey Pt. DCFS
Barbara Bozich, counselor aide, Alderwood DVR
Bruce Danner, vocational rehabilitation counselor, Everett DVR
Barbara Graf, secretary senior, Everett DVR
Cynthia Kearney, social worker 3, Everett HCS
Kathy Schauer, social worker 3, Smokey Point HCS
Stacia Hornbacher, registered nurse 3, Indian Ridge Youth Camp – JRA
Vision Winner
Anita Kroeze, support enforcement technician, Everett DCS
Outstanding Teams
Honor Cottage Swing Shift, Indian Ridge Youth Camp, JRA:
Cheryl Schuman, Richard Burton and Doug Drake.
Sutton Gardens Relocation Team, HCS/DDD
John Graber, Nelly Cunningham, Kate Adriance-Exner, Carolyn

Dorris, Janet Scanga, Jan Driscoll, John Arellano, Evelyn Agostinelli, Peg Deger, Chris Stearns, Marcey Mansolillo, Becky Frazier.

Region 4
Outstanding Employees
Dolly Adeyemi, attendant counselor 3, Fircrest School PAT B
Laura Allard, financial service specialist 4, Belltown CSO
Jeanette Alvis, financial service specialist 4, Rainier CSO
Stephanie Baumert, financial svc. specialist 4, King North CSO
Bonnie Jean Brooke, attendant counselor 3, Fircrest, PAT N
Susan Butler, case resource manager, DDD
Judith Chaney, financial service specialist 5, Kent CSO
Roland Davis, financial service specialist 1, West Seattle CSO
Yevgeniya Didyk, social worker 2, Renton CSO
Lura Dunn, developmental disabilities administrator 1, Fircrest
Ron Falberg, vocational rehabilitation supervisor, DVR
Irina Federova, social worker 4, Kent CSO
Reginald Fennell, financial svc. specialist 3, Federal Way CSO
Deidre Finley, confidential secretary, Community Svcs Division
Robert Forhan, carpenter, Fircrest School PSS
Shirley Gilday, registered nurse 4, Fircrest School PAT N
Sally Gooden, financial services specialist 4, Kent CSO
David Greenman, attendant counselor manager, Fircrest
Teresa Hall, social worker 4, Rainier CSO
Koua Hang, social worker 2, Rainier CSO
Melissa Hansen, social worker 3, DCFS King South
Sally Hanson, registered nurse 2, Fircrest School Nursing
Vinni J. Hobson, computer information consultant, King Eastside CSO
Claudine Hopley, licensed practical nurse 2, Fircrest,PAT A
Vinh Huynh, social worker 4, Lake City CSO
Elaine Hyun, licensed practical nurse 2, Fircrest School PAT N
Eric Johnson, juvenile residential rehabilitation counselor, Echo Glen Children's Center
Michael Johnson, nursing care consultant, HCS
Cyndi Kallinen, financial service specialist 4, Burien CSO
Sharon Kleinhen, social worker 3, Foster Care Licensing
Tina Le, social worker 2, Federal Way CSO
Irene Meler, customer services specialist, Belltown CSO
Kim Murphy-Johnson, social worker 2, King Eastside CSO
Daryl Nelson, attendant counselor manager, Fircrest School PAT N
Larry Nelson, social worker 3, DCFS King Central
Anthony Okos, internist, Fircrest School Medical
Yvonne Orlinski, social worker 2, King Eastside CSO
Connie Peterson, financial service specialist 4, Kent CSO
Kerri Peterson, secretary administrative, DCFS King Eastside
Su Phillips, social worker 4, DCFS King Central
Donsetta Powell, social worker 2, Rainier CSO
Nancy Putman, habilitation plan administrator, Fircrest, PAT B
Marsha Roos, financial service specialist 5, Federal Way CSO
Garrin Ross, juvenile residential rehabilitation counselor, Echo

Glen Children's Center
Susan Scott, customer services specialist, King N. CSO
Bert Sigurdson, attendant counselor manager, Fircrest School PAT A
James Quinn Simpson, adult training specialist 2, Fircrest School PAT A
Mathew Sipes, financial services specialist 3, HCS Division
Milton Sloan, licensed practical nurse, Fircrest School PAT A
Thanh Tang, financial service specialist 2, King N. CSO
Cheryl Timmons, social worker 2, Kent CSO
Minh Trinh, financial service specialist 5, Kent CSO
Isiah Vang, social worker 2, Burien CSO
Diane Wayt, social worker 2, Belltown CSO
BJ Wilder Morehead, financial service specialist 4, Kent CSO
Byron Winfield, attendant counselor 2, Fircrest, House 3 PAT B
Janice Wright, financial service specialist 4, King Eastside CSO

Region 5
Outstanding Employees
Vanessa Allison, speech pathologist, FHMC
Wanda Ford, licensed practical nurse, FHMC
Lynne Glad, acting personnel manager, WSH
Barrette Green, forensic therapist, WSH
Catherine Grimm, recreation specialist, WSH
Martina Hansen, social worker, Bremerton CSO
Rita Harris, psychiatric security aid, WSH
Louis Holley, licensed practical nurse, WSH
John Lowry, psychiatric social worker, WSH
Lorene Miller, vocational rehabilitation counselor, DVR
Lew Napolitano, vocational rehab. counselor, Tacoma DVR
Denise Nguyen, accountant, DDD
Georgette Nunez, research analyst, WSH
Barbara Runyon, registered nurse, WSH
Michael Santi, social worker, Puyallup Valley CSO
Robert T. Sargent, MD, psychiatrist, WSH
Jan Smith, vocational rehab. counselor aid, Bremerton DVR
James Tarr, social worker, HCS

Mark Widaman, social worker, DCFS
Vision Winners
Constance Clay-Williams, social worker, Pierce North CSO
Cherrie Druffel, program manager, DCFS
Bethina Golden, social worker, Pierce South CSO
Ilys Hernandez, psychiatric social worker, CTSC
Outstanding Team
Child Study and Treatment Center Recreation Therapy Services -
Jeanne Hopkins, Kelly Hughes, Kim Stutts, Byron Tani
Program for Adaptive Living Skills – Western State Hospital
Ella Bright, John Tutty, Eugene McMillen, Kokubun-Obungen, Miner Cancio, Wanda Johnson.

Region 6
Outstanding Employees
Sandra Lail, food stamps program manager, Kelso HCS
Darcey Hancock, social worker 4, Vancouver DCFS
Kathleen Richards, lead vocational rehabilitation counselor, Lacey DVR
Laura Thompson, JRRC, Mission Creek JRA
Marjorie Whitney-Bean, office manager, Orchards CSO
Gail McCleery, support enforcement officer 2, Olympia DCS
Outstanding Team
South Bend Financial Unit, South Bend CSO
Cathey McMurry, Vicki Young, Gladys Garrotte, Shannon Iyall

Region 7 (HQ)
Outstanding Employees
Dana Phelps, program manager, Community Programs, JRA
Bernice Dittmer, Medical Assistance supervisor, Medical Eligibility Determination Services
Dario Longhi, research investigator supervisor, Research & Data Analysis
Vision Winner
Dixie Grunenfelder, planning and policy specialist, DASA

Shared leave

Luisa “Maria” De Leon, financial service specialist 3 for the Moses Lake CSO, has been fighting cancer since the end of December. She is now in need of shared leave. For more information, contact Margaret Hopperstad at (509) 764-5608.

Lorraine Anderson a customer services specialist in the Port Angeles Region 6 Home and Community Services office, is in need of shared leave. She will be out of the office for several more weeks because of surgery and will then be having a second surgery that will require more time off. For more information, contact Brenda Hicks at (360) 664-7592.

Minority Health Summit

Please send Minority Health Summit Registrations that were printed in the June NewsConnection to the Tacoma Urban League, 2550 So. Yakima Ave., Tacoma, WA 98405.

RETIREMENTS

Anderson, Kenneth
30 Yrs. Aging and Adult Field Services

Anderson, Sharon C.
32 Yrs. Holgate-Renton Community Services Office

Barco, Juan M.
31 Yrs. Aging and Adult Field Services

Barringer, Floy W.
22 Yrs. Medical Lake Plant Maintenance Services

Bratten, Cornelia J.
20 Yrs. Lakeland Village

Brown, Sharon Elaine
33 Yrs. Olympia Community Service Office

Bryant, Robert N.
27 Yrs. Division of Child Support

Clark, Lena
31 Yrs. Fircrest School

Compton, Colleen
23 Yrs. Fircrest School

Delgado, Selma A.
29 Yrs. Aging and Adult Field Services

Elliott, Jeanette B.
26 Yrs. Division of Client Support

Gunderson, Barbara A.
31 Yrs. Division of Child Support – Spokane

Harris, Ettie T.
18 Yrs. Ridgeview Group Home

Jorgenson, Barbara L.
30 Yrs. Lakeland Village

Klein, Judith A.
19 Yrs. Administrative Services Division

Kleinhen, Sharon
30 Yrs. Division of Licensed Resources

Lawlor, Laurence M.
21 Yrs. Economic Services

Lee, Evan William
28 Yrs. Division of Vocational Rehabilitation Reg.5

Myers, Stephen D.
28 Yrs. Civil Commitment Program

Perkins, Melva M.
27 Yrs. Centralia Division of Children & Family Services Office

Pesiri, John Edward
29 Yrs. SOLA - Region 4

Phillips, Jean A.
13 Yrs. Aging and Adult Field Services

Pinto Jr., Sherman S.
35 Yrs. Aging and Adult Field Services

Rasp, Elizabeth A.
12 Yrs. Division of Disability Determination

Romppel, Linda L.
25 Yrs. Division of Child Support – Wenatchee

Steffen, Daryle D.
10 Yrs. Aging and Adult Field Services

Vernon, Ronald D.
26 Yrs. Yakima Valley School

Walz, Judith B.
9 Yrs. Alderwood Division of Children & Family Services Office

White, Marjorie R.
21 Yrs. Lakeland Village

Wilson, David W.
32 Yrs. Division of Vocational Rehabilitation

Wood, Melvin L.
27 Yrs. Budget Division

These employees retired in June 1999

SERVICE MILESTONES

Region 1
5 O'Dowd, Robert T.
5 Wright, Socorro
10 Chadez, Louise
10 Steffen, Daryle D.
15 Hastings, Kathy A.
15 Peschel, Suzanne M.
20 Barnes, Karen K.
20 Fenske, Deborah E.
20 Stone, Rebecca J.
25 Bakonyi, Maria

Region 2
5 Craig, Bobby J.
5 Lane, Karen M.
10 Broyles, Robert E.
10 Clark, Milladeen
15 Koonce, Cheri L.
15 Papiese, Jane E.
15 Stiner, Lori A.
20 Jeskey, Susan L.
25 Fonseca, Ramona V.
30 Whittum, Sandra L.

Region 3
5 La Forest, Bonnie J.
5 Martinez, Susan J.
5 McGarvie, Lisa M.
5 Pitkin, Stephanie S.
5 Rogel, Susan L.
10 Bahr, Phyllis M.
10 Lesperance, Susan R.
10 Thomas, Shirley R.
15 Larson, Janice L.
15 Meece, Donna E.
15 Miniken, Michael
20 Dalton, Elizabeth
20 Troxel, Mary E.
25 Crumm, Patricia A.
25 Nelson, Elizabeth S.
30 Mangels, Mildred A.

Region 4
5 Didyk, Yevgeniya I.
5 Lalone, Melissa A.
5 Lysistrata, Lilith S.
5 Talarico, Venus T.
10 Cockerille, Jay
10 Ferguson, Bobbi L.
10 Theimer, Jean D.
15 Jones, James M.
15 Selah, Mary Lee
15 Simmons, Maridean B.
20 Hayes, Vaughn A.
20 Lawrence, Anita B.
25 Smith, Patricia P.
30 Muije, Linda
30 Weller, Donna L.

Region 5
5 Able, Laneta R.
5 Davis, Linette R.
5 Nelson, Shannon
5 Rodgers, Betsy
10 Burnam, Debra D.

10 Hammock, Debra M.
10 McGlauthlin, Jeanne
15 Antoine, Rita C.
15 Boehm, Gayle P.
15 Hayden, Marlene R.
15 Rickle, Vivi
20 Gold, Fred H. Jr.
20 Johnson, Richard
20 Lanting-O'Connell, D.
20 Vanderheyden, Carol
25 Leeper, Andrew B.

Region 6
5 Charles, Garnet V.
5 Galloway, Alisa O.
5 Mintzer, Matthew J.
5 Peters, Clifton R.
10 Mc Clellan, Diana G.
15 Belden, Angelica E.
15 Buchanan, Barbara J.
15 Dugger, Verlene M.
15 Forrest, Roxanne B.
20 Coleman, Peggy L.
20 Philbrick, Judith A.
20 Rova, Helen I.

DSHS Headquarters
5 Bergman, Michell K.
5 Brandis, C. Ross
5 Brown, Gary L.
5 Cullen, Aaron M.
5 Deshaw, Norman L.
5 Dotson, Rethakay M.
5 Farnsworth, Richard
5 Frye, Brian W.
5 Harrison, Linda J.
5 Hicks, Sheila M.
5 Hitchens, Sharon R.
5 Kaber, Jan M.
5 Kendrick Jr., Tommy
5 Lucas, Cheri F.
5 Mc Ginley, James M.
5 Mc Rae, Richard D.
5 Montieth, Michelle S.
5 Moss, Sandra L.
5 Moy, Walter W.
5 Quaccia, Georgia M.
5 Rahman, Zareen
5 Stawitzky, Andreas
5 Tran, Uyen N.
5 Westbrook, Cynthia
5 Wood, Patricia A.
5 Zimmerman, Jeffery
5 Boyn, Sylvia
10 Brandon, John W.
10 Bucci, Mary A.
10 Burkhead, James N.
10 Carmier, Amanda L.
10 Crosson, Mark S.
10 Dearing, Susan K.
10 Elijah,Steven M.
10 Fjarlie, Craig E.
10 Frost, Michael J.

10 Givens, Milton E.
10 Groennert, Joanne M.
10 Harvill, Lisa A.
10 Hawley, Adonis D.
10 Hug, Maria
10 Imhoff, Christina
10 Kelly, Karen L.
10 Kinnie, Katherine J.
10 Lombardo, Laurie A.
10 Lund, Irene E.
10 Melton, Terri I.
10 Simpson, John A.
10 Toompas, Rhonda L.
10 Valadez, Armando
10 Van Matre, David A.
10 Westfall, Margo
15 Amicarella-Sohns, Di
15 Clarke-Howell, Carme
15 Cline, Valora A.
15 Darnell, Ila M.
15 Frazier, Valerie J.
15 Giberson, Rosa L.
15 Hendron, Jean D.
15 Iverson, Glenda L.
15 Kabaci, Mark S.
15 Mendoza, Joseph
15 Rice, Edith M.
15 Richardson, Douglas
15 Rochelle, Cynthia J.
15 Ung, Sarahnica M.
15 Williams, Nathan J.
20 Asbach, Sandra H.
20 Bennett, David P.
20 Mann, Pamela S.
20 Mc Innis, Albena M.
20 Plante, Catherine A.
20 Simpson, Lynne Angel
20 Stalnaker, Christine
20 Youngren, Michael
25 Bellerud, Ruth E.
25 Mc Bride, Julie C.
25 Peters, John E.
25 Romppel, Linda L.
30 Kassa, Susan J.
30 Lytle, Lorena K.
30 Ward, Shirley M.

Consolidated Support Services
20 Peterson, Randal R.

Child Study & Treatment Center
10 Anderson, David K.
15 Guiot, Reinaldo
15 Manaea, Sila

Eastern State Hospital
5 Davis, Glenda L.
10 Boyles, Janie L.
10 Clark, William L.
10 Kelly, Jo Thorson

10 Leblanc, Lloyddeen
10 Noble, Lynda M.
15 Allmon, Diane L.
15 Drake, Louise A.
15 Erickson, Charles D.
20 Connelly, Antonia
20 Froese, Thomas
25 Niccolls, John B.
25 Nielson, Lavonne

Echo Glen Children Center
5 Carr, Suzanne L.
5 Echols, Eric S.
10 Ross, Garrin E.

Fircrest School
5 Crawford, Dean
5 Goldman, William
5 Harvey, Kimberley
5 Moire, Willmana R.
5 Pamatian, Reynaldo
10 Johnson, Gwendolyn
10 Messak, Nabil
15 Boushey, Patricia
15 Dejohn, Charles W.
15 Dodgin, Earnestine
20 Hay, Robert J.
20 Roderick, Cathryn
20 Taylor, Michelle
25 Johnsen, Marcelle

Frances Haddon Morgan Center
5 Gonzales, Efrén M.
15 Hicks, Carolyn L.
15 Neubauer, Kenneth

Green Hill School
5 Ahrens, Richard J.

Lakeland Village
5 Smith, Kelli S.
10 Bauman, Carolyn H.
10 Heitner, Leslie D.
10 Ram, Pushpa
15 Donoho, Lulu F.
15 Maddox, Stephen H.
20 Curry, Fred H. W.
20 Davison, Donna L.
20 Engel, Linda J.
20 Giba, Joan M.
20 Sampson, Elizabeth
25 Hamilton, Elmer D.
30 Bingle, Angela K.

Maple Lane School
5 Bronk, Brent M.
5 Gunn, John C.
15 Braeme, Shawn P.
20 Lynn, Norman E.
30 Scalf, Greta A.

Mission Creek Youth Camp
20 Heins, Wendy L.

Naselle Youth Camp
5 Abrams, Richard
5 Bourland, Lorraine
5 Bromps, Robert, Jr.
5 Riccardi, Jim A.
5 Scrabeck, Matthew
15 Ennis, Jane A.
15 Kohn, Bonnie J.

Rainier School
5 Carlson, Daniel
5 Phillips, Ellen M.
10 Blessing, Ceala
10 Dorsey, Cheri J.
10 O'Crotty, Sean J.
15 Jensen, Coralee B.
15 Taylor, Priscilla
15 Triplett, Aleida W.
20 Gregory, Robert C.
20 Johnson, Alice J.
20 North, Sierra R.
20 Ostrander, Linda M.
25 Whipple, Virginia L.

Western State Hospital
5 Allerton-Tate, T.
5 Anderson, Riitta K.
5 Bernardy, Corinne
5 Bruce, Peter M.
5 McCormick, Carvin
5 Middleton, Tamara
5 Quichocho, Michael
5 Roque, Caroline R.
5 Schwartz, Richard
5 Torres, Deanna H.
10 Andales, Leonisita
10 Austin, Joanna L.
10 Bretana, Monico B.
10 Brown, Andre
10 Glanz, Adam D.
10 Haban, Leonora T.
10 Hogan, Michele
10 McGill, Frank
10 Montances, Tito M.
10 Stewart, Stacy R.
15 Ashley, Bonita L.
15 Emanuel, Thelma L.
15 Gagliardi, Gregg J.
15 Garner, Joan M.
15 Lipscy, Dolores M.
15 Lyman, Susan A.
15 St. Lawrence, J.
20 Carrington, Jerry L.
20 Christensen, Marilyn
20 Feist, Timothy F.
20 Lagdan, Sylvia G.
20 Logan, Versa M.
20 Scott, Leveria
25 Prince, Joe P.

Yakima Valley School
10 Zaragoza, John M.

These employees celebrated service anniversaries in May 1999